

We Claim:

1. A system for correcting problems in a vehicle maintenance system comprising:

a vehicle maintenance system containing at least one local computer, said local computer in communication via a network with at least one remote computer, said remote computer transmitting at least one diagnostic to said local computer, said local computer returning diagnostic data to said remote computer from running said diagnostic;

said remote computer containing a decision algorithm that uses said diagnostic data to determine a correction for said problem, said remote computer returning said correction for said problem to said local computer.

2. The system of claim 1 further comprising a database at said remote computer, said database containing histories of maintenance system problems.

3. The system of claim 2 wherein said database contains service

histories for a plurality of maintenance systems.

4. The system of claim 2 wherein said database contains component information for a plurality of maintenance systems.

5. The system of claim 1 wherein said vehicle maintenance system is a wheel alignment system.

6. The system of claim 1 wherein said vehicle maintenance system is an engine analyzer.

7. The system of claim 1 further including maintenance constraints that result in different fixes for different brands of equipment.

8. The system of claim 1 further comprising a video camera in communication with said local computer.

9. The system of claim 8 further comprising live two-way audio/video conferencing between said local computer and said remote computer.

10. The system of claim 1 wherein said decision algorithm is a

decision tree.

11. The system of claim 1 wherein said decision algorithm is inference based.

12. A system for correcting problems in a wheel alignment system comprising:

a wheel alignment system containing at least one local computer, said local computer in communication via a network with at least one remote computer, said remote computer transmitting at least one diagnostic to said local computer, said local computer returning diagnostic data to said remote computer from running said diagnostic;

said remote computer containing a decision algorithm that uses said diagnostic data to determine a correction for said problem, said remote computer returning said correction for said problem to said local computer.

13 The system of claim 12 further comprising a database at said remote computer, said database containing histories of alignment

system problems.

14. The system of claim 13 wherein said database contains service histories for a plurality of alignment systems.

15. The system of claim 13 wherein said database contains component information for a plurality of alignment systems.

16 The system of claim 12 further including maintenance constraints that result in different fixes for different brands of equipment.

17. The system of claim 12 further comprising a video camera in communication with said local computer, said video camera allowing live conferencing with said remote computer.

18. A method for performing diagnostics on a maintenance system in the field from a remote location, the method comprising the steps of:

connecting a local computer that is in communication with a maintenance system to a remote computer over a network;

downloading diagnostics over said network to said local computer, said local computer running said diagnostics on said maintenance system

receiving diagnostic data at said remote computer from at least one of said diagnostics, said remote computer analyzing said diagnostic data using a decision tree and a database of previous problems with similar systems;

transmitting a fix from said remote computer to said local computer.

19. The method of claim 18 wherein said maintenance system is a wheel alignment system.

20. The method of claim 18 further comprising the step of storing component information for said maintenance system in said database.

21. The method of claim 18 further comprising using a video camera at said local computer to establish conferencing with

said remote computer.

23. The method of claim 21 wherein said conferencing is 2-way audio/video.

24. The method of claim 18 wherein the step of analyzing further comprises using a decision tree.

25. The method of claim 18 wherein the step of analyzing further comprises using a inference based system.